TROUBLESHOOTING GUIDE - DWF1215, DF1135, DF1136

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective On/Off Switch	Replace On/Off Switch
	Defective Switchboard	Replace Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control.
Fireplace does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Loose wiring	Check wiring connections
	Remote Control not working	Install new battery into the Remote Control. Re-initialize remote control where necessary
		Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.
	Defective Switchboard	Replace Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED light strip(s)	Replace LED light strip(s)
Log set dim, not glowing	Defective LED Log Driver Board	Replace LED Log Driver Board
Flame Shudder	Defective flicker motor	Replace flicker motor

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning Off	Improper operation	Refer to Operation Section
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Heater is not turning On	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor

! NOTE: For any additional operational, servicing, replacement instructions or replacement parts please see the associated Service Manual.

Dimplex®

1367 Industrial Road • Cambridge ON Canada N1R 7G8

1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.
© 2012 Dimplex North America Limited